

Aid Process Activities

Student Activity	School	Lender	SFA	Channel	Organizational Unit	Specific SFA Activities
Research financial aid options and application process			<ul style="list-style-type: none">• Provide aid information and FAFSA	Students	Aid Awareness Application Processing Call Center	<ul style="list-style-type: none">• Publish FAFSA• Maintain Students Portal• Provide call center support
Complete and submit FAFSA			<ul style="list-style-type: none">• Receive and process FAFSA	Students	Application Processing	<ul style="list-style-type: none">• Conduct application processing• Provide call center support
Receive SAR	<ul style="list-style-type: none">• Receive ISIR from SFA• Verify student information and create financial aid package		<ul style="list-style-type: none">• Produce and send SAR to student• Produce and send ISIR to school	Students	Application Processing	<ul style="list-style-type: none">• Determine student eligibility• Create SAR• Create ISIR• Notify student of eligibility by sending SAR• Notify schools of student eligibility by sending ISIR• Provide call center support

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Receive financial aid package	<ul style="list-style-type: none">Notify student of financial aid package					
Accept financial aid package	<ul style="list-style-type: none">Receive notice of acceptance from student					
Sign financial aid documents (if necessary)	<ul style="list-style-type: none">Send financial aid documents of data to SFA		<ul style="list-style-type: none">Receive financial aid documents or data (from school or lender)	Schools	Title IV Delivery	<ul style="list-style-type: none">Create and maintain student records
Attend entrance counseling						
Receive funds	<ul style="list-style-type: none">Draw / Receive funds from SFAConfirm enrollment and eligibilityProvide entrance counselingDisburse funds to student		<ul style="list-style-type: none">Disburse funds to school	Schools	Title IV Delivery	<ul style="list-style-type: none">Provide funding to schools for distribution to studentsProvide call center support
Renew or repay aid						

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If renew: Submit renewal application						
If repay: Attend exit counseling	<ul style="list-style-type: none">• Provide exit counseling					<ul style="list-style-type: none">• Provide exit counseling materials (for certain programs)
Repay financial aid	<ul style="list-style-type: none">• Handle repayment for certain payments• Assign loan to SFA, as needed	<ul style="list-style-type: none">• Conduct due diligence and manage collections• Assign loan to SFA, as needed	<ul style="list-style-type: none">• Assume uncollected loan	Students	Students Credit Management	<ul style="list-style-type: none">• Conduct due diligence in loan collection efforts• Manage debt collection process• Become loan holder for uncollected loans• Provide call center support